

Office of Administration and Finance
Holyoke Community College
303 Homestead Ave
Holyoke, MA 01040

HOLYOKE COMMUNITY COLLEGE
Student Mental Health Resources and Services

RFP # 21-01

ISSUE DATE: September 3, 2020

PROPOSALS MUST BE RECEIVED BY:

October 1, 2020
By 11:00 a.m. EST
At the desk of Brian Jackson

DELIVER PROPOSALS TO:

Holyoke Community College
Business Office
Attn: Brian Jackson
303 Homestead Ave
Holyoke, MA 01040

**Envelope should be CLEARLY MARKED,
“Bid on Requisition No. 21-01 enclosed.”**

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Holyoke Community College (HCC), an agency of the Commonwealth of Massachusetts, seeks proposals for student mental health resources and services according to the specifications below.

Timeline

RFP Issue Date: Thursday, September 3, 2020

Submit questions specific to the RFP by: September 17, 2020 by 4:00 pm EST

Response to questions will be posted and/ or emailed to respondents by: September 24, 2020 by 5:00 pm EST.

**Proposals due by: October 1, 2020, 11 am EST at the desk Brian Jackson,
Business Office, Holyoke Community College**

Dates may be revised due to unforeseen circumstances. Every effort will be made to inform respondents of changes to the timeline.

Contact Information

This Request for Proposal (RFP) has also been distributed electronically using COMMBUYS, the official procurement record system for the Commonwealth of Massachusetts (www.commbuys.com). The project title is **Holyoke Community College Student Mental Health Resources and Services** and the project number is 21-01. Any correspondence to HCC should include project number, as well as the title.

Information submitted in response to this RFP is subject to the Massachusetts Public Records Law, M.G.L., Chapter 66, Section 10, and to Chapter 4, Section 7, Subsection 26. Any statements in submitted information that are inconsistent with these statutes shall be disregarded. The Commonwealth makes no guarantee that any services will be purchased from any contract resulting from this RFP.

Inquiries and Questions

Questions about this proposal should be submitted by email to:

Brian Jackson
Holyoke Community College
303 Homestead Avenue
Holyoke MA 01040
Email: bjackson@hcc.edu

Questions specific to the RFP should be submitted by September 17, 2020 to bjackson@hcc.edu.

General Information

This RFP contains instructions governing the response to be submitted and the material to be included, a description of the services to be provided, and other requirements which must be met by interested parties to be eligible for consideration. All proposals submitted in response to this RFP are subject to all terms and conditions contained in this RFP.

Interested parties must submit a complete and responsive proposal to this RFP by the deadline and received no later than 11 am EST at the desk of Brian Jackson, Holyoke Community College, Business Office, 303 Homestead Avenue, Holyoke, MA 01040, in order to be considered. Incomplete proposals and proposals not prepared in accordance with this RFP will be rejected.

HCC is not responsible for delays occasioned by the U.S. Postal Service, or any other means of delivery employed by the Respondent. Similarly, the **HCC is not responsible for, and will not open, any proposal responses that are received later than the deadline date, time and location as put forth in this RFP.** Late proposals will be retained in the RFP file, unopened.

Submission of Bid

Proposals must be submitted in hard copy format, along with all required forms (see page 13 of this document), completed and notarized as indicated. Due to the current business climate due to COVID-19 submissions may also be emailed in to bjackson@hcc.edu prior to or by the submission due date if the hard copy submission is expected to be delayed by mail.

Delivery Methods: Delivery may be by U.S. Mail or overnight courier, to:

Brian Jackson
Holyoke Community College
303 Homestead Avenue
Holyoke MA 01040

CLEARLY MARKED, "Bid on Requisition No. 21-01 enclosed."

Deadline: Proposals must be received by Brian Jackson on or before **October 1, 2020, 11 am EST.** No late proposals will be considered.

Preparation Costs

All preparation and presentation costs incurred by vendors in responding to this proposal request are the sole responsibility of the vendor. All documentation submitted to HCC as part of a response to this proposal becomes the property of HCC.

Confidentiality

The college reserves the right to review the content of vendor responses with internal or external persons for the purposes of vendor selection.

Evaluation Criteria

All responsive proposals will be evaluated by the RFP Review Committee. Evaluation will be based on the vendor's ability to meet Holyoke Community College's requirements.

The college reserves the right to select the vendor it deems most appropriate for the project. The college reserves the right to waive stated requirements, negotiate further with vendors, discontinue the evaluation process, award based on the merits of a proposal and final demonstration, or choose not to award to any respondent.

Evaluation Rubric

1. Compliance with submission of required forms.	Pass/Fail	
2. Full and part-time Coordinator of Counseling Services/first point-of-contact options provided.	Up to 15 points	
3. Full-time and part-time on-site personal fee for service counselor options provided.	Up to 15 points	
4. Bi-lingual Spanish/English counselor.	Up to 10 points	
5. Proposed staffing options will satisfy the needs of HCCs' students, faculty and staff.	Up to 25 points	
6. 24/7 telephone and/or online support for all students (preferred)	Up to 7 points	
7. Experience providing comparable resources and services of similar size and scope in local area schools, colleges, companies, or agencies. References provided.	Up to 8 points	
8. Ability to provide professional development opportunities and training to faculty and staff in a higher educational setting (e.g. Mental Health First Aid and Trauma Informed Care).	Up to 12 points	
9. Implementation and support offered.	Up to 5 points	
10. Responder provides prompt pay discount.	3 points	
Total Possible Points	100 points	

About HCC

Established in 1946, Holyoke Community College, located in Holyoke, MA, serves a diverse community with rapidly evolving needs. More than 12,500 students annually enroll in credit, noncredit, and workforce development courses. The college provides a university-caliber education and exceptional preparation for success, including a comprehensive academic and personal support system. A vibrant, accessible, and welcoming campus community enables HCC students to thrive.

Environmental Purchasing Policy

Products and services purchased by state agencies must be in compliance with Executive Order 515, issued October 27, 2009. Under this Executive Order, Executive Departments are required to reduce their impact on the environment and enhance public health by procuring environmentally preferable products and services (EPPs) whenever such products and services perform to satisfactory standards and represent best value, consistent with 801 CMB 21.00. In line with this directive, all contracts, whether departmental or statewide, must comply with the specifications and guidelines established by OSD and the EPP Program. EPPs are considered to be products and services that help to conserve natural resources, reduce waste, protect public health and the environment, and promote the use of clean technologies, recycled materials, and less toxic products.

Massachusetts Small Business Purchasing Program (SBPP)

This is a small procurement targeted to small businesses participating in the Commonwealth's Small Business Purchasing Program (SBPP). The Department intends to evaluate bid responses from and to award a contract to a SBPP-participating business(es) who submit a bid that meets or exceeds the solicitation criteria only. Subcontracting in these types of procurements is limited to no more than 20% of the value of the contract, unless it is with another SBPP registered participant. If determined that there is inadequate SBPP capacity, or no SBPP-participating vendors provide a responsive bid, the Department will evaluate and award bid responses received from non-SBPP businesses. To determine eligibility and to participate in the SBPP, please review the requirements and general program information at www.mass.gov/sbpp.

Policy on Affirmative Action, Equal Opportunity & Diversity

Holyoke Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, disability, religion, age, veteran status, genetic information, gender identity or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment, including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation or sexual violence shall be referred to the College's Affirmative Action and/or Title IX Coordinator, the Massachusetts Commission Against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights. The entire policy can be found on the College's website at [Affirmative Action Policy](#)

WORK TO BE PERFORMED

This contract is a one-year contract. Provide Holyoke Community College with a comprehensive array of student mental health resources and services for the college community. Resources and services to be provided must include:

1. A Master's level licensed mental health counselor or licensed clinical social worker to serve as the Coordinator of Counseling Services and first point of contact for students in distress and to triage students for referral to on or off-campus counseling, other campus or community resources, or crisis services. This person will provide training to faculty and staff on identifying behavior of concern, reporting behavior of concern, and supporting students in distress or crisis. This person will also coordinate other campus-wide professional development opportunities for faculty, staff, and student leaders (examples: Mental Health First Aid; Trauma-Informed Campuses). Full-time is preferred. A bi-lingual Spanish/English counselor is preferred.
2. On-campus mental health counseling services and referrals for HCC students through a school-based pay for service insurance model or sliding scale based on student income. The counselor/s will see students identifying a need or desire for personal counseling. Full-time is preferred. A bi-lingual Spanish/English counselor is preferred.

In addition, the services should include:

- 24/7 telephone and/or online support for students in distress and faculty or staff who are working with a student in distress. Bi-lingual Spanish/English counselor availability.

Subcontracting

At no time during the life of this contract may any part or all of the resources and services to be offered and performed be subcontracted without prior written approval from the college.

Proximity to Campus

Bidders primary business location must be within a 25 mile radius of the campus.

Schedule

Successful bidder must provide to the college's Dean of Students two weeks from the bid award a written plan as to how they intend to provide and perform their student mental health resources and services as well as any related duties. The plan shall include the number of hours the counselors will be on premises, the type of counseling available to students and when it will be available, the approach to the 24/7 telephonic counseling access, and the scope of professional development and training that the agency will provide the HCC faculty and staff.

Equipment

Bidders shall provide a list of technology resources available to their counselors as this equipment will not be provided by the college.

Assessment of Services

Successful bidder, in partnership with the College, must assess and review the program resources and services on an on-going basis. Utilization reports will be provided to the college for each fall, spring, winter and summer sessions.

Insurance

The agency must provide Liability Insurance.

Minimum Coverage Necessary

Each Occurrence: \$1,000,000

Aggregate: \$3,000,000

A Certificate of Insurance must be submitted with the bid.

Cancellation of Contract

Either party may terminate the contract, in the event they default on any of their undertakings herein. It is expressly understood and agreed that either party may, at its option, cancel and terminate the contract by giving sixty (60) days written notice by registered mail to the contractor.

Bid Pricing Sheet

The right is reserved to waive any informalities in or to reject any or all bids. The bid requires the submission of four options.

OPTION # 1

Full-time on-site Coordinator of Counseling Services/first point-of-contact \$ _____

Full-time on-site fee for service counselor \$ _____

24/7 telephone and/or online support for all students (preferred) \$ _____

Equipment \$ _____

Liability Insurance \$ _____

OPTION # 2

Full-time on-site Coordinator of Counseling Services/first point-of-contact \$ _____

Part-time on-site fee for service counselor (minimum 3 full days) \$ _____

24/7 telephone and/or online support for all students (preferred) \$ _____

Equipment \$ _____

Liability Insurance \$ _____

OPTION # 3

Part-time on-site Coordinator of Counseling Services/first point-of-contact (minimum of 3 full days per week) \$ _____

Full-time on-site fee for service counselor \$ _____

24/7 telephone and/or online support for all students (preferred) \$ _____

Equipment \$ _____

Liability Insurance \$ _____

OPTION # 4

Part-time on-site Coordinator of Counseling Services/first point-of-contact (minimum of 3 full days per week) \$ _____

Part-time on-site fee for service counselor (minimum of 3 full days) \$ _____

24/7 telephone and/or online support for all students (preferred) \$ _____

Equipment \$ _____

Liability Insurance \$ _____

For payment within ten working days of receipt of invoice by the Dean of Students or his designated representative, please indicate prompt payment discount _____%. The successful contractor must execute a Contract for Services with the college and file necessary forms required to all for payment on the Financial Records System (FRS or MMARS) upon submittal and approval of standard invoice.

Signature: _____ Date: _____

Name: _____ Title: _____

Company: _____

Request for Proposal - CHECKLIST OF FORMS

REQUIRED FORMS (to be completed and submitted with bid response)

- Additional Environmentally Preferable Products/Practices
- Business Reference Form
- Commonwealth of Massachusetts Contractor Authorized Signatory Listing (notarized)
- Commonwealth of Massachusetts Prompt Pay Discount Form (if applicable)
- Commonwealth Terms and Conditions
- Consultant Contractor Mandatory Submission Form (if applicable)
- Holyoke Community College Standard Conditions and Terms for Bidding
- Massachusetts Substitute W-9 Form – Request for Taxpayer Identification Number and Certification (DUNS number)
- Noncollusive Affidavit (notarized)
- Supplier Diversity Program Plan Form

INFORMATIONAL FORMS (must read and no action required at time of bid response)

- Authorization for Electronic Funds Payment (EFT) (if applicable)
- Operational Services Division – RFR-Required Specifications
- Operational Services Division – RFR Required Specifications for Information Technology
- Operational Services Division – RFR-Other Specifications (form used for Access to Security-Sensitive Information)

FORMS REQUIRED, IF CONTRACT IS AWARDED

- Commonwealth of Massachusetts – Standard Contract Form
- Commonwealth of Massachusetts Standard Contract *Amendment* Form (used if necessary)
- Commonwealth of Massachusetts Change in Contractor Identity Form (used if necessary)
- Executive Order 504 Contractor Certification Form

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Submitted by:	_____
	Company Name (please print)
_____	_____
Signature	Date Submitted